

The screenshot shows the ServiceNow homepage. The top navigation bar includes links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The search bar contains the query 'local updates'. The search results area displays the following information:

- FAVORITES: No Results
- ALL RESULTS: 0
- System Update Sets: Local Update Sets

Below the search results, there is a large blue circular graphic featuring a circuit board design with arrows and data points. At the bottom of the page, there is a call-to-action button labeled 'Open ServiceNow Studio'.

GO FURTHER

Power your workflow applications

servicenow All Favorites History Workspaces ⋮ Update Set - Create New Update Set ⋮ Search ⋮

Update Set  
New record

Name: Laptop Request

State: In progress

Parent:

Release date:

Description:

Application: Global

Submit Submit and Make Current

servicenow All Favorites History Workspaces Admin Update Sets ⋮ Search ⋮

Your current update set has been changed to Laptop Request [Global]

Actions on selected rows... New

Name *	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-28 07:23:43	system	(empty)	(empty)
Laptop Request	Global	In progress		2025-10-29 23:16:05	admin	(empty)	(empty)

Related Links

Merge Update Sets

1 to 5 of 5

servicenow

All Favorites History Workspaces Admin Update Sets

Search Actions on selected rows... New

FAVORITES  
No Results

ALL RESULTS  
Service Catalog  
Catalog Definitions  
**Maintain Catalogs**  
Maintain Categories  
Maintain Dynamic Categories  
**Maintain Items**  
Maintain Cart Layouts

	State	Installed from	Created	Created by	Parent	Batch Base
1	In progress		2025-06-26 00:11:31	admin	{empty}	{empty}
2	In progress		2025-06-25 22:14:10	system	{empty}	{empty}
3	In progress		2025-06-26 00:10:48	system	{empty}	{empty}
4	In progress		2025-10-28 07:23:43	system	{empty}	{empty}
5	In progress		2025-10-29 23:16:05	admin	{empty}	{empty}

https://dev305872.service-now.com/hc\_cat\_item\_list.do?sysparm\_userpref\_module=4420ccD...

Catalog Item - New Record

Catalog Item New record

Build and modify items faster with the improved Catalog Builder.

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name	Laptop Request	Application	Global
Catalogs	Service Catalog	Active	<input checked="" type="checkbox"/>
Category	har	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

Item Details Process Engine Picture Pricing Portal Settings

Short description

Description

Servicenow All Favorites History Workspaces Catalog Item - New Record Search

Catalog Item

Save

Configure > description to display for the item.  
variables, and other information as needed.

Export >

Create favorite

Copy URL

Copy sys\_id

Reload form

Name Laptop Request Application Global

Catalogs Service Catalog Active

Category Hardware Fulfillment automation level Unspecified

State -- None --

Checked out -- None --

Owner System Administrator

Submit Try It

servicenow All Favorites History Workspaces Admin Variable - New Record ⚡

Variable New record

Application: Global Type: Multi Line Text Catalog Item: Laptop Request Order: 400 Active:  Mandatory:  Read only:  Hidden:   
 Disable automatic slot fill based on user context

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question: Accessories Details  
 \* Name: accessories\_details  
 Conversational label:  
 Tooltip:  
 Example Text:

Catalog Items

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-10-29 23:23:50
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-10-28 07:19:49
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2024-08-08 02:16:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2024-08-08 02:16:16
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33

Activate Deactivate

Servicenow All Favorites History Workspaces Catalog UI Policy Action - accessories\_details Search ⚙

Catalog UI Policy Action accessories\_details Update Delete

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item	Laptop Request	Application	Global
Variable name	accessories_details	Mandatory	True
Order	100	Visible	True
		Read only	Leave alone
		Value action	Leave alone
		Field message type	None

Update Delete

servicenow All Favorites History Workspaces Catalog UI Policy - show accessories details Search Update Delete

Favorites No Results

ALL RESULTS

- System Classic Mobile UI
  - UI Actions - Classic Mobile**
- System Definition
  - UI Actions**
- System UI
  - UI Actions**

Log UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a catalog item.

Customizable buttons and links that appear on forms and lists

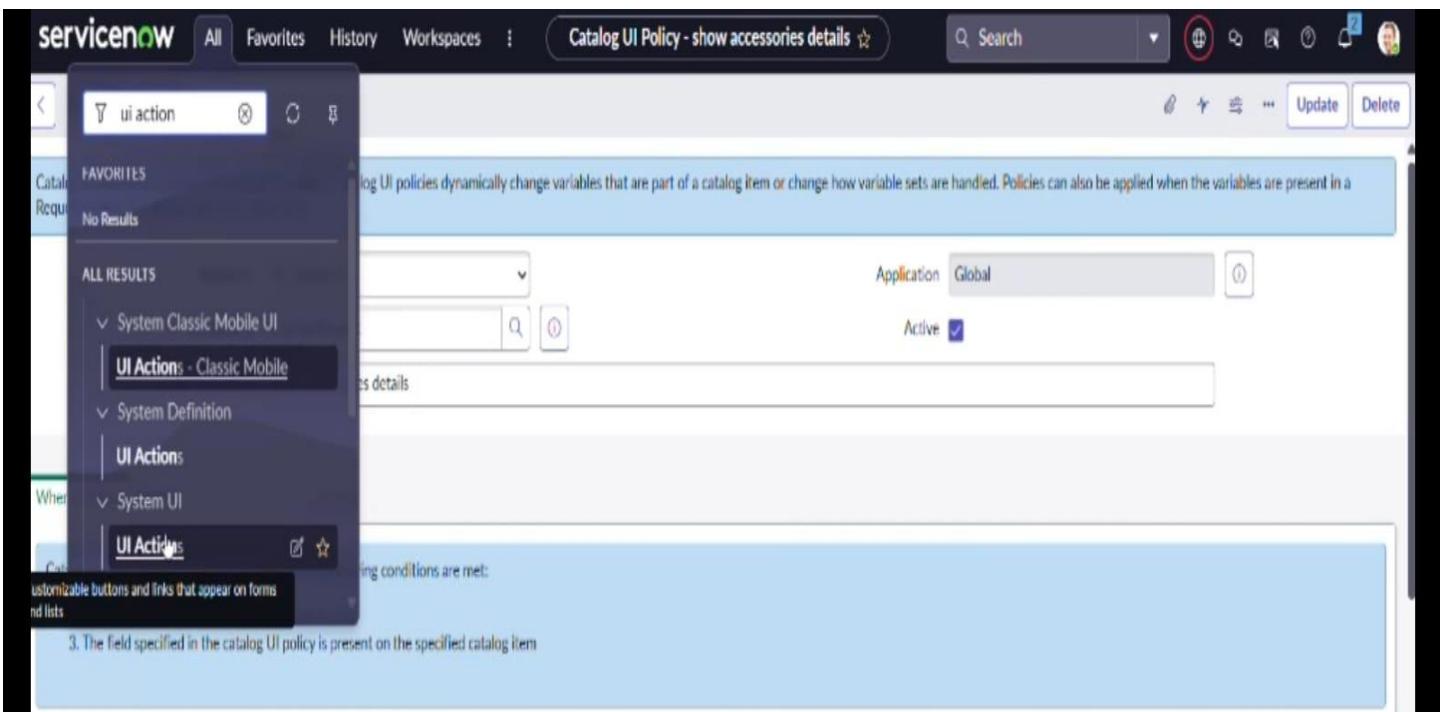
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions Add Filter Condition Add OR Clause

additional\_accessories is true AND OR X

Applies on a Catalog Item view  Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

Applies on Catalog Tasks  On load



servicenow All Favorites History Workspaces Admin UI Action - New Record Search

UI Action New record

Messages

Comments

Hint

Onclick

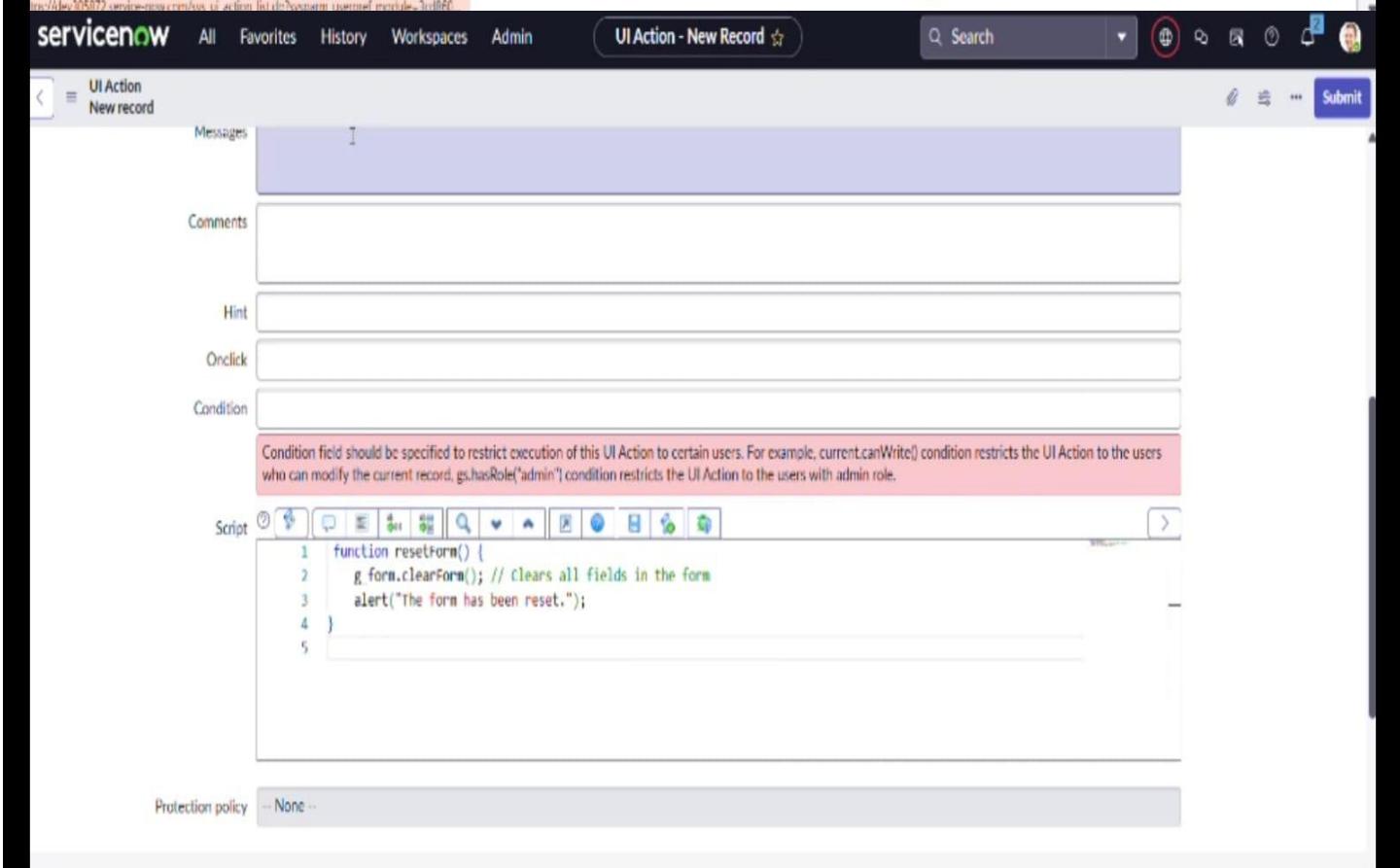
Condition

Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole("admin") condition restricts the UI Action to the users with admin role.

Script

```
function resetForm() {  
    g_form.clearForm(); // Clears all fields in the form  
    alert("The form has been reset.");  
}
```

Protection policy -- None --



servicenow All Favorites History Workspaces Admin Update Sets

Search Actions on selected rows... New

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	{empty}	{empty}
Default	Global	In progress		2025-06-25 22:14:10	system	{empty}	{empty}
Default	Security Center	In progress		2025-06-26 00:10:48	system	{empty}	{empty}
Default	Pipeline	In progress		2025-10-28 07:23:43	system	{empty}	{empty}
Laptop Request Project	Global	In progress		2025-10-29 23:16:05	admin	{empty}	{empty}

Related Links

Merge Update Sets

servicenow All Favorites History Workspaces Admin Update Sets

Search Actions on selected rows... New

Your current update set has been changed to Default [Global]

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	{empty}	{empty}
Default	Global	In progress		2025-06-25 22:14:10	system	{empty}	{empty}
Default	Security Center	In progress		2025-06-26 00:10:48	system	{empty}	{empty}
Default	Pipeline	In progress		2025-10-28 07:23:43	system	{empty}	{empty}
Laptop Request Project	Global	Complete		2025-10-29 23:16:05	admin	{empty}	{empty}

Related Links

Merge Update Sets

servicenow All Favorites History Workspaces : Retrieved Update Set - Laptop Request Project ⚡ Search

Retrieved Update Set  
Laptop Request Project

Update Set Preview

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name: Laptop Request Project  
Application: Global  
Update source:   
Parent:   
State: Previewed  
Loaded: 2025-10-29 23:34:37  
Description:  
Application name: Global

Success! - Succeeded in 2 Seconds

Succeeded 100%

Close

Update Delete Preview Update Set

Related Links

[Export to XML](#)

[Customer Updates \(10\)](#) [Child Update Sets](#)

servicenow All Favorites History Workspaces : Retrieved Update Set - Laptop Request Project ⚡ Search

Retrieved Update Set  
Laptop Request Project

Actions on selected rows

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name: Laptop Request Project  
Application: Global  
Update source:   
Parent:   
State: Previewed  
Loaded: 2025-10-29 23:34:37  
Description:  
Application name: Global

Committed: 0  
Inserted: 0  
Updated: 10  
Deleted: 0  
Collisions: 0  
Total: 10

Update Delete Run Preview Again Commit Update Set

Related Links

[View All Preview Records](#)

[Customer Updates \(10\)](#) [Child Update Sets](#)

Actions on selected rows

servicenow All Favorites History Workspaces : Retrieved Update Set - Laptop Request Project ☆

Retrieved Update Set  
Laptop Request Project

Customer Updates (10) Child Update Sets

Name Search Actions on selected rows...

Remote update set - Laptop Request Project

<input type="checkbox"/>	Name	Type	Target name	Table	View	Action
	catalog_ui_policy_1b4b709793b472109b3c718cfaba1026	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
	catalog_ui_policy_action_e89b789793b472109b3c718cfaba10c4	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
<input checked="" type="checkbox"/>	item_option_hw_1059/09393b4/2109b3c718efaba1048	Variable	Laptop Model			INSERT_OR_UPDATE
	item_option_new_18f974d393b472109b3c718efaba10a7	Variable	Additional Accessories			INSERT_OR_UPDATE
	item_option_new_3c5afcd393b472109b3c718cfaba10c5	Variable	Accessories Details			INSERT_OR_UPDATE
	item_option_new_d9b97c9393b472109b3c718efaba1032	Variable	Justification			INSERT_OR_UPDATE
	sc_cat_item_catalog_1629785393b472109b3c718efaba1069	Catalog Items Catalog	Service Catalog, Laptop Request			INSERT_OR_UPDATE
	sc_cat_item_category_a229785393b472109b3c718efaba1071	Catalog Item Category	Hardware, Laptop Request			INSERT_OR_UPDATE
	sc_cat_item_d6d8fc1393b472109b3c718efaba1075	Catalog Item	Laptop Request			INSERT_OR_UPDATE
	sys_ui_action_981cb8d793b472109b3c718efaba10a4	UI Action	Shopping Cart [sc_cart]			INSERT_OR_UPDATE

1 to 10 of 10

servicenow All Favorites History Workspaces Admin Laptop Request ☆

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model: HP

Justification:

Order this Item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

Additional Accessories

\* Accessories Details: ww

Order Status

[Back to Catalog](#) [Continue Shopping](#) [Home](#)

⌚ Thank you, your request has been submitted X

Order Placed: 2025-10-29 23:39:50

Request Number: [REQ0010001](#) ☆

Estimated Delivery Date: 2025-10-31

of Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
<a href="#">Use this item to request a new laptop</a>	2025-10-31	▶		1	

[Back to Catalog](#)[Continue Shopping](#)[Home](#)